



# **WA COLLEGE OF AGRICULTURE – HARVEY (WACAH)**

## **Complaints & Appeals Policy**

Effective: 27<sup>th</sup> March 2017

Version: 2.0 Final

# WA COLLEGE OF AGRICULTURE – HARVEY (WACAH)

## Complaints & Appeals Policy

The College endeavours to implement and operate within policies and management practices that maintain high professional standards in the delivery of education and training. The College acknowledges that at times complaints and appeals will be made by parents, students and others, and our philosophy is that the resolution process of complaints and appeals is a positive opportunity to improve systems and processes.

### Definitions

**Complaint:** an action taken by a client / student / member of staff in response to their dissatisfaction with any aspect of the operation of WA College of Agriculture - Harvey, other than the result of an assessment. The issues, of which a complainant may lodge include, but are not limited to: a policy or procedure, fees, delivery styles, interpersonal conflict, etc.

**Appeal:** an action by a student to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

### Purpose

The purpose of this Policy is to ensure that all complaints and appeals are dealt with in a constructive and timely manner. It outlines the procedure for dealing with a participants appeal against an assessment outcome in any curriculum task or unit of competence.

Prior to enrolment and commencing at the college, students will receive a copy of the *College Handbook*, which outlines the expectations of a student whilst studying at the college and also the complaints and appeals process.

### Records and Continuous Improvement

All correspondence following a complaint or appeal will be placed in the Complaints Register and the Student's College File.

Following a successful Complaint or Appeal, the College Management Team will review the circumstances behind the incident and investigate ways of eliminating or mitigating the likelihood of a re-occurrence.

## Complaints Process

The process for a complainant to follow if there is a problem or concern with any aspect of the college is:

- In the first instance attempt to resolve the problem / concern with the appropriate staff member. Each staff member has the responsibility to attempt to resolve any problem that is presented to them. They may choose to involve their Line Manager in this early resolution stage.
- If the complainant is unable to resolve their issue with the staff member, they are advised to approach the appropriate Line Manager and complete a *Complaint and Appeals Form* (see attached) which is available on the College's Website. They will be advised in writing of submission of the complaint. If the investigation/resolution of the complaint is likely to take longer than five (5) working days, the complainant will be informed in writing of a likely date. The Line Manager will inform the Principal of any formal written complaints. In the case of a formal written complaint from a student, parents will be informed.
- The Line Manager will undertake an investigation and report back to the complainant, in writing within five working (5) days (or longer if previously indicated), with details of the investigation, findings and their suggested outcome. A written report will be provided to the complainant and the Principal and both will be filed in a Complaints Register located in the Principal's office.
- If the complainant is unable to resolve their issue at the Line Manager level or the complaint has been levelled against the Line Manager they are advised to approach the Principal with a copy of their original complaint and the written report on the incident from the Line Manager.
- The Principal will investigate and report on findings and outcomes within five (5) working days or commit to a longer time period which will be communicated in writing with the complainant.
- At the conclusion of the investigation/resolution process, the complainant will be informed of the outcome in writing and a record kept in the Complaints Register.
- If the complainant was unable to resolve their issue they are advised to seek assistance from the following;
  - Training issues, the Training Accreditation Council on 08 9441 1910
  - Course issues, the School Curriculum and Standards Authority on 9273 6300
  - Other college issues, the Director General of Education, or their delegate on 9264 4111.

- If the complaint involves staff misconduct or is covered under Mandatory Reporting guidelines, the complaint will be handled under the relevant guidelines.

## Appeals Process

If a student is dissatisfied with an assessment outcome they receive (Qualification, Unit of competence or SCSA Course), they can appeal the process and request reconsideration.

The grounds for appeal fall into one of two possible areas:

- The judgement has been made incorrectly; or
- The judgement was not made in accordance with the assessment plan provided by the instructor/teacher.

Students are encouraged to contact their trainer/teacher to rectify their issue but if still unsatisfied are advised to complete a formal appeal

An appeal must be lodged in writing within five (5) working days following the assessment result and should be lodged with the relevant Line Manager using the *Complaint and Appeals Form* (see attached).

Following checking of the validity of an appeal the Line Manager will:

- Inform the student in writing that the *Complaint and Appeals Form* has been received. The Principal will also be informed.
- Within five (5) working days, convene an appeal panel, invite the student and staff member to provide any additional evidence, make a recommendation and report back in writing to all parties.
- The appeal will either be dismissed or upheld. If upheld, an outcome will be advised which might include re-assessment, competency confirmed or other.
- If the appellant is dissatisfied with the then they are advised to seek assistance from;  
Training issues, the Training Accreditation Council on 08 9441 1910  
Course issues, the School Curriculum and Standards Authority on 9273 6300

**Contact Information**

Policy Manager: Principal, WA College of Agriculture Harvey

Policy Contact Officer: Vice Principal, WA College of Agriculture Harvey

**Review Date**

27<sup>th</sup> March 2018

**History of Changes**

Effective Date	Last Update Date	Policy Version No.	Notes
2005		1.0	Principal Endorsed policy 2005
27 <sup>th</sup> March 2017		2.0	Review to stream line content and compliance with SCSA, 2015 RTO Standards and DOE requirements. Endorsed by College Principal

# WA COLLEGE OF AGRICULTURE – HARVEY (WACAH)

## Complaints and Appeals Form

### Definitions

**Complaint:** an action taken by a client / student / member of staff in response to their dissatisfaction with any aspect of the operation of WA College of Agriculture - Harvey, other than the result of an assessment. The issues, of which a complainant may lodge include, but are not limited to: a policy or procedure, fees, delivery styles, interpersonal conflict, etc.

**Appeal:** an action by a student to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

Details			
<b>Name</b>		<b>Contact No</b>	
<b>Address</b>			
<b>Date of incident</b>		<b>Date of complaint/appeal</b>	
Nature of complaint or appeal			
<b>I wish to lodge a</b>	Complaint		Appeal

**Details of the complaint or appeal (you may attach supporting documentation)**

**Detail the steps you have taken to resolve this issue**

**What outcome would you like to see from raising this complaint / appeal?**

**Participant Signature**

**Date**

**Office Use Only**

**Details of investigation undertaken:**

**Details of outcome**

**Communication**

Participant informed of outcome (letter attached)	<b>Date:</b>	
Other, please specify	<b>Date:</b>	
Included on the College Complaints Register	<b>Date:</b>	
Copy to student file	<b>Date:</b>	
Raised at College Management Meeting	<b>Date:</b>	
<b>Signed</b>		<b>Date</b>